



2016 Service Industry Global Executive Summit for Service Leaders

Growth & Profits through Partnerships & MegaTechTrends April 10, 11, 12 2016 Mirage Las Vegas

(Understanding the On-Demand economy and the relevance to your company)
31th Annual Event Highlights

- ✓ President Tom York – Association & Visionary Address
- ✓ Opening Keynote: IDC Insights & Trends
- ✓ Day One Program, 4/11: Trends Accelerating Growth, Global Expansion, Valuing your company, Breakouts – Big Data, Cloud, LinkedIn
- ✓ Day Two Program 4/12: Presidents address, Challenges in service industry, Outsourcing, On Demand Economy, Breakouts – Owner’s Rights & Networking Partner Exchange, Grand Finale
- ✓ Ongoing virtual surveys during entire event
- ✓ Global views in all sessions

Welcome Reception – Sunday, April 10, 2016

Bermuda B Room (Registration Desk #2 open 5:00 pm)

6:30 pm

Welcome and Speed Networking

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Strategic Day One: Growth Monday, April 11, 2016

Bermuda A: General Session; Bermuda B: Food & Exhibits

9-9:30 am **Continental Breakfast – refreshments all day**

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8:30 -9:15 am **Breakfast with new members & SIA Council**

9:15-9:30 am **Welcome – Tom York, President SIA**

Claudia Betzner, SIA Executive Director & Chair, Summit

9:30-10:30 am **MegaTechTrends in the On-Demand Economy**



Rob Brothers, Program Director IDC Software & Hardware Support Services

- ✓ *All aspects of worldwide service delivery, software & hardware*
- ✓ *What is happening in the datacenter space*
- ✓ *Emerging technologies that are disruptive but growth opportunities*
- ✓ *What this means to service providers*
- ✓ *First 15 minutes broad view; 45 minutes targeted to our industry on directives & buying decision technologies (summit committee will provide recommendations to speaker)*

10:30-11:00 am **Break & Networking**

11:00-12:00 pm **Growth & Opportunities in On-Demand**

Frank D'Alessio, President Maintech; Bill Comfort, President

Decisionone Corporation (TBD) John Wozniak, President SMS(TBD)

- ✓ **Technology trends that are accelerating growth**
Impact of: High end, hyper scale, midrange, cloud, distributed technology
- ✓ Discuss how these technologies are accelerating growth, disruptive pressures, game changers in the on demand economy

Strategic Day One: Growth – Monday, April 11, 2016

Bermuda A General Session; Bermuda B Food & Exhibits

12:00-1:00 pm **Lunch Sponsored by**



OnForce

1:00-2:00 pm **Global Expansion Panel Discussion**

Bernd Appleby, President TERiX, Kow Ya, Exec. Director DeClout, and
Alfried Netzband, Managing Director Technogroup

- ✓ **Is international growth and expanding your global footprint right for your company?**
- ✓ Opportunities and challenges– how you grow and how you profit using global partners

2:05-3:00 pm **Valuing your company**

(Investment Banker, M & A expert)

- ✓ What is your company worth?
- ✓ What do investment bankers, equity partners look for?
- ✓ Equity Partners & Investment Bankers are investing in IT Service companies, why do they see value, how do you get them to invest in your company
- ✓ How does it work? Difference in strategic partner and equity partner; pro's & con's

3:00-3:30pm **Break & Networking**

3:30-4:30 pm **Breakouts** Bermuda B

- ✓ Big Data – Hyper Scale, On-Demand Economy – Bernd Appleby committee Chair
- ✓ *Cloud – Growth using Cloud – John A Pratt (former partner Newport TBD)*
- ✓ *LinkedIn – Expert will discuss how to better utilize all the functions*
- ✓ **Questions and sign up will be on SIA Summit App**

6:00-7:30 pm **Networking Cocktail Hour**

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Operational Day Two: Profits – Tuesday, April 12, 2016

Bermuda A General Session; Bermuda B: Exhibits Breakfast & Break

8:00-9:00 am Continental Breakfast – breaks today

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9:00-9:30 am State of the Association & Vision

Tom York, SIA President & President Essintial Enterprise Solutions

- ✓ Taking advantage of SIA
- ✓ SIA Board Recognition

9:30 am What keeps you up at night? Panel Discussion, Dwight

Strayer, C.O.O. Service Express, Rich Guglielmo, C.O.O. Amcor Service Solutions, Bob Coscia, EVP Maintech,

- ✓ Thinking outside the box to solve some of the challenges
- ✓ What technology trends are depressing profits
- ✓ Re-engineering your labor force to today's technology
- ✓ OEMs, lifetime warranties, Competition, landscape changes

10:25-10:40 am Break & Networking

10:40-11:30 am Outsourcing – Panel discussion Craig Youngblood, President LMS, Tomas O'Leary, President Origina, Essintial Enterprise Solutions, When & How Much – how do you decide based on your infrastructure when and how to outsource + those that outsource to members using their variable labor model

- ✓ Outsource things you do not have expertise or infrastructure
- ✓ Increasing profits by using partners

11:30-12:30 pm Leadership 101, Big Data, Company Culture

Ron Alvesteffer, President Service Express & Published Author

- ✓ Values & Practices of a performance driven company
- ✓ How do you use scorecards & big data metrics for employee engagement, leadership building and culture engagement
- ✓ Using a Strengths Finder model for your Executive team

Operational Day Two: Profits – Tuesday, April 12, 2016

12:30-1:30 pm **Lunch - Networking**

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2:00 pm

Breakouts

- ✓ Owners Rights – Free ICT, DRTR Tomas O’Leary, Todd Bone
- ✓ Networking – This time is for networking with companies looking for business partners or meetings with other delegates (complete listing of all delegates sent in advance with emails contact information so you can set up in advance; let the board or Executive Director know if you need intro’s, best time is welcome reception)

6:00 pm

Cocktail Hour

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7:00 pm

Grand Finale Dinner

(Guest of attendee tickets available at Registration for \$125 each)

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9:30 pm

After Party – 1OAK Mirage